

What is claimed is:

1. A method of managing knowledge within an organization, said method comprising:
  - connecting a computer to a service provider;
  - running a browser on said computer;
  - receiving for core knowledge a request from a user;
  - prompting the user to respond to options and refine the knowledge request while storing the user's answers as knowledge fragments linked to the knowledge request; and while said browser is running and iteratively performing the following steps a-d:
    - a) assessing a knowledge base and retrieving the information control of said knowledge base in said computer;
    - b) identifying on said knowledge base one or more knowledge fragments linked to the core knowledge unit;
    - c) assessing said knowledge fragments and storing the information content of said different fragments in said computer; and
    - d) displaying said stored core knowledge and knowledge fragments on the computer.
2. The method of managing knowledge within an organization, including said service provider organizing and following competitors by using data storage unit.

3. The method according to claim 1 wherein the assessing and storing of information in step (c) is a continuous process, thereby resulting in a Learning History Cluster capturing the organization's experiences.

4. The method according to claim 3 including extracting tacit assumptions underlying work practices of individuals within the organization, and forming a cluster called Insight Cluster Networks for information about the organization.

5. The method according to claim 3, including recording knowledge fragments concerning data for day-to-day concern of the organization and forming an Activity Network Cluster.

6. A computer-implemented apparatus for classifying knowledge into an Interactive Document Cluster Network (InDocNet), said apparatus comprising:

- a framework of a set of key axes of concern and points of concern;
- said axis of concern providing links for tagging a document;
- a set of entry interfaces;
- a set of data storage units, and
- a set of knowledge display interfaces.